

# In Transit

A NEWSLETTER FOR KING COUNTY METRO TRANSIT EMPLOYEES



King County  
**METRO**

*We'll Get You There*

**September  
October  
2015**

## FROM THE GENERAL MANAGER'S DESK



### What upsizing looks like

This is the issue in which we honor our Wall of Fame nominees, a stellar

slate of employees who have made outstanding contributions to Metro's efforts and initiatives over the past year. It gives me great pleasure to thank all of the nominees for their excellent work and draw your attention to our Wall of Fame listing on pages 4-5.

It's no coincidence that our Transit Human Resources group figures prominently in both this year's Wall of Fame (in the person of Acting Service Delivery Manager **Susan Eddy**) and in our lead story in this issue of *In Transit*. The fact is that this group has managed to take its normally superb performance up another notch as it moves to fill positions in support of all the new services we're being called upon to deliver.

After years of hiring freezes, staff reductions, and calling upon our employees to do more with less, we're suddenly asking HR to fill an unprecedented number of positions across a wide range of job classifications and staff/management levels. We need this hiring to be done both efficiently and quickly as we work to deliver promised new services to the public. I'm sure this pressure is not altogether comfortable for our colleagues in HR, but they have risen—and continue to rise—to the challenge.

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## HR ramps up hiring



Members of our hardworking HR team take a moment to celebrate their success so far this year. From left to right are: front row—Elisha Mackey, Jamie Robinson, Jen Montoya, Patricia Stinehour, Shanette Landes. Back row—Edye Edwards, Jose Dominguez, Mara Sims, Yolanda Madry, Ralph Cady. Not pictured: Ivette Martinez-Morales.

Demand is growing fast for the services of Transit Human Resources. The group has had to shift into a hiring overdrive to support current and planned service expansions. After years of running lean on staffing levels, we now have an unprecedented 75 different job classifications in the hiring mix.

This also means many new faces in HR itself as they grow to handle the hiring load. Just since March, they've added nine people—with a few more coming soon.

The greatest demand for new hires is coming from Transit Operations and Vehicle Maintenance. Earlier this year, Transit HR completed the hiring process for seven new transit chiefs in Operations. The demand for both part-time and full-time transit operators

continues without break, and Metro is also recruiting mechanics, equipment service workers, and many other classifications needed to support our services.

Already this year (through August) we've hired 322 transit operators and more than 300 people for other positions, which meant processing over 1,990 transit operator applications and more than 6,325 applications for other Transit positions. We've also promoted 58 employees into new positions.

Metro cannot, and will not, compromise on the quality of the people we hire. We can't afford to. It's a matter of public safety and security, good stewardship of public funds, and institutional pride.

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# Comfort Station Program makes headway

When most of us decide what projects to tackle at work, we don't have to take the availability (or not) of a restroom into consideration. It's a different story for our bus operators. Many of them—especially full-time drivers—tell us they think about the locations of comfort stations when they pick their work.

These are our front line employees. We call upon them to navigate large vehicles in congested traffic, while also watching out for distracted drivers and pedestrians and interacting with customers. They deal with challenges most of us never encounter at work. Finding a usable comfort station when they need one should not be among those challenges.

Metro has had a Comfort Station Program since the 1970s, but at times our focus has wavered. As we faced massive service cuts last fall, we were cited by the state Labor and Industries Department for falling short in several areas related to providing bathroom facilities to our drivers. Our managers immediately began taking steps to address the deficiencies. One of these was to create the new full-time position of Comfort Station Coordinator.

The first person to fill this role—on an interim basis—was **Michael Baruso**. While Metro searched for a permanent coordinator, Baruso worked to add comfort stations at terminals that didn't have them. In one case, he established a valuable relationship with the YWCA near Othello Station for Route 36 drivers. Since the beginning of the year, Metro has added over 45 new comfort stations—more than 25 of them at route terminals that previously lacked stations.



Ruthann Dunn

In April, we welcomed our permanent coordinator, **Ruthann Dunn**. Among her many qualifications is the fact that she previously worked for Metro as a part-time operator, so

she has a first-hand understanding of the importance of her new role. "I view my position as one that not only administers the program, but ensures that the needs of our operators are met," she said. "Drivers know what they need on the road, and I encourage them to share that information with me. My goal is to deliver whenever possible."

Operators can now fill out and submit Comfort Station Reports online. All operator complaints, suggestions, and communications get a response, usually within 24 hours. And Dunn is now being included early in the process of planning for new route terminals. Her input has enabled service planners to make system changes that improve operator access to comfort stations.

"As an agency, Metro is committed to the Comfort Station Program. While we recognize we have a long way to go, we look forward to the day when our drivers no longer have to be concerned about getting access to a restroom."

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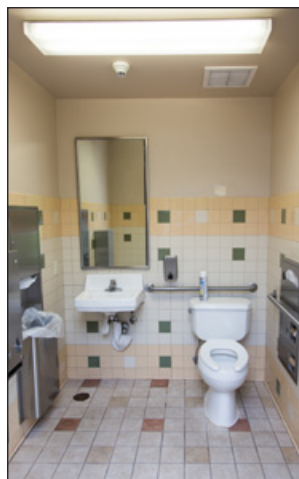
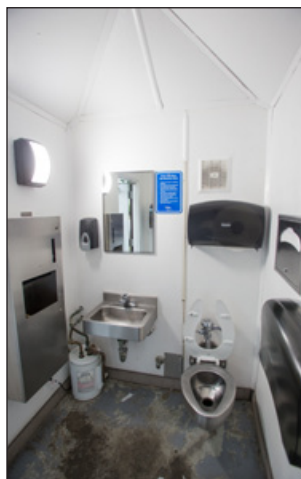
## General Manager

Already during this ramp-up we've found ourselves at times short of operators, mechanics, and coaches. We simply could not put out the buses and operate the level of service our ridership demanded. Unable to increase service where and when it was needed, we saw our on-time performance lag. We had to cancel some trips, and buses became even more crowded—all things that hurt our customers, the people we're trying to serve.

As our financial circumstances improve, we're addressing these shortfalls by working furiously to get quality people onboard, in numbers that will do the job for us. And all the while, HR is also keeping its focus on succession planning—strategizing for how to replace the many valued people at Metro who are leaving us for well-deserved retirements.

All this hiring is a good place to be, especially considering where we were only a year ago. But it puts a lot of demand on our HR staff. It's a good thing we have such an exceptional group of dedicated employees doing that work.

—Kevin Desmond, General Manager



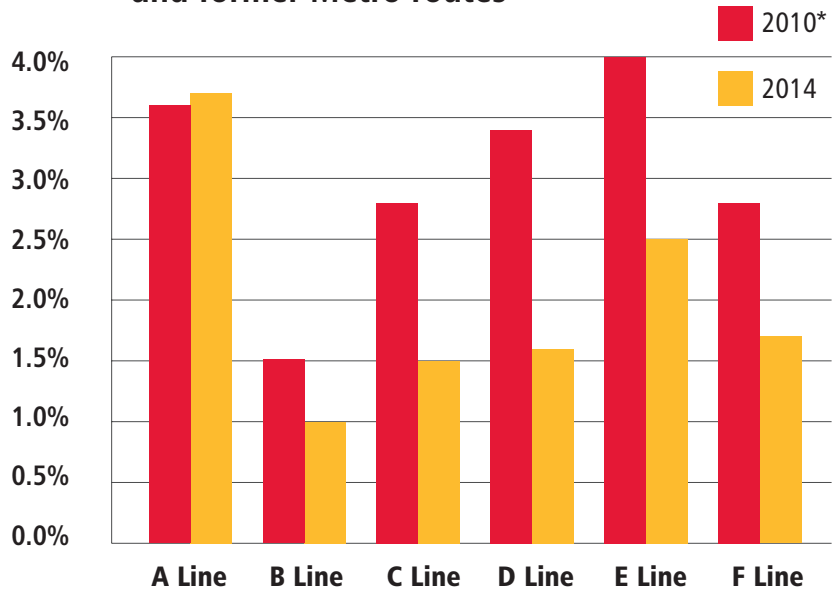
Plain or fancy (these examples are in Queen Anne and at the Overlake Transit Center), the most important thing about a comfort station is to have one available when you need it.

## RapidRide fare enforcement

Part of what makes RapidRide services so efficient is that RapidRide customers can pay their fares before boarding via the off-board ORCA readers at high-ridership RapidRide stations. Passengers who have already tapped their ORCA cards at these readers can board through any of three doors without needing to tap again. Those who have valid paper transfers can also board through any door.

Teams of fare enforcement officers monitor RapidRide buses, randomly rotating through the lines and stations. The officers ask passengers to show their proof of payment. If the passenger used an ORCA card, the officers use a portable ORCA reader to verify payment. If the passenger used a paper transfer, the transfer is their proof of payment. Passengers riding with no proof of payment are subject to citation and fine. In 2014, fare enforcement officers contacted 470,000 passengers, which represent about 3 percent of all RapidRide boardings that year. Of those contacted, just over 2 percent had not paid a fare.

Fare evasion rates on RapidRide lines and former Metro routes



\*Metro routes that were later replaced by RapidRide lines

To examine the effectiveness of fare inspection on fare evasion, we compared these statistics with the results of a 2010 study of fare evasion on RapidRide-precursor routes and found that fare enforcement has reduced fare evasion by roughly half on most of those routes (see graph).

RapidRide customer surveys show that riders are generally satisfied with the level of fare inspection on RapidRide buses. If anything, they say they would prefer more inspections.

Most RapidRide A and B Line riders surveyed in 2013 and 2014 said they'd been asked to provide proof of payment (A Line, 84 percent; B Line, 79 percent). A large majority of riders on both lines felt the level of fare inspections was appropriate (A Line, 59 percent; B Line, 69 percent). Significantly more riders felt inspections should be more frequent than less frequent (A Line, 24 percent vs. 17 percent; B Line, 22 percent vs. 9 percent).

We surveyed RapidRide C, D, and E Line riders in 2014 and 2015. Most

respondents said they had been asked to provide proof of payment (C Line, 83 percent; D Line, 83 percent; E Line, 81 percent). A large majority felt fare inspection made no difference in their customer experience (60, 57, and 53 percent, respectively) and significantly more riders felt it made their experience better than worse (24 vs. 16 percent, 26 vs. 17 percent, and 32 vs. 16 percent — a two-to-one ratio — respectively).

A recent survey of F Line riders found that roughly two-thirds had been asked to provide proof of payment by a fare enforcement officer. Regarding the courtesy and respect shown by fare enforcement officers, F Line passengers said they were 68 percent satisfied, 22 percent neutral, and 10 percent dissatisfied.

## In Transit

Current and past issues of *In Transit* are available at [www.kingcounty.gov/InTransit](http://www.kingcounty.gov/InTransit).

If you have any questions, comments or story ideas, send them to *In Transit*, KSC-TR-0824, or contact Anna Clemenger: 206-477-3839 or [anna.clemenger@kingcounty.gov](mailto:anna.clemenger@kingcounty.gov).

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We'll Get You There

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# Introducing the Strategy and Performance work group

Metro has created a new Strategy and Performance work group as part of our staff realignment (described in the March/April 2015 issue of *In Transit*). The group, managed by **Chris O'Claire**, is organized into teams with the following responsibilities:

- **Strategic planning** – Long-range and strategic planning, including Metro's Long Range Plan, Strategic Plan, and Service Guidelines; represent Metro on major multi-agency projects that will affect our agency.
- **Research and analysis** – Prepare annual reviews, updates, analyses, and reports; develop and carry out customer research.
- **Reporting and performance measurement** – Performance reporting and develop and implement a performance management system
- **Strategic initiatives** – Manage strategic initiatives such as the transit fare and sustainability programs, Equity and Social Justice, and legislative review.

The group will collect, prepare, analyze and use ORCA and other on-board data; carry out and support major mid- to long-range planning efforts; calculate ridership; measure on-time performance; submit a variety of state- and federally-mandated reports; implement Metro's sustainability plan; manage fare policy programs—and more.

Projects over the coming year will include:

- Completing Metro's newest long-range plan
- Turning recommendations from the Service Guidelines Task Force into policy updates to Metro's strategic plan and service guidelines
- Coordinating Metro's customer service, technology, and policies related to transit fares
- Issuing the annual Service Guidelines Report
- Conducting a rider/non-rider study
- Implementing transit-related elements of the updated King County Strategic Climate Action Plan
- Coordinating additional opportunities to address equity and social justice in planning efforts

"I and my team are very excited to work with the other sections in Transit to develop strategies for, and measure progress towards achieving, our mutual transit-related goals," O'Claire said.



Seated, L to R: Lisa Shafer, Jana Demas, Chris O'Claire, Briana Lovell, Brandt Scanlan. Standing: Carrie Elwell, Raj Cheriell, Stephen Hunt, Alena Marshak, Chad Armstrong, Andrew Brick, Autumn Salamack, Rachel VerBoort, Lisa Durst, Graydon Newman, Cecilia Hawley. Not pictured: Katie Chalmers, Rob Coughlin, Michelle Major, Lori Mimms, Kari Nathan, Chuck Sawyer.

## NOMINEES

### Individuals

Ashley Arai (Service Planning)  
Carol Cooper (Market Development)  
Dale Cummings (Route Facilities)  
Phil DeVault (Operations)  
Susan Eddy (Human Resources) \*\*  
Pete Gaiser (Metro Transit Police)  
Cecilia Hawley (Strategy and Performance)  
Kelly Lindsey (Customer Communications and Services)  
Tim McAuliffe (Rail)  
Lyle McFarland (Design and Construction)  
Terry White (Customer Communications and Services) \*\*  
Randy Winders (Vehicle Maintenance)

### Teams

#### Base Chief Recruitment for Operations team

Bill Burdick, Carrie Brezonick, Levi Christopher, Susan Eddy, Ken Johnston, Suzanne Keyport, Sandy Sander

#### ORCA LIFT team \*\*

*Information Technology:* David Cheeney, Tamara Davis, Barbara DeLauter, Ben Lesh, Cindy Wang, Jim Wingren;

*Metro/King County:* Sarah Driggs, Collette Fidecaro, Fotini Georgiadou, Matt Hansen, Kathy Kelly, Mark Konecny, Ref Lindmark, Carol Merrill, Chuck Sawyer, Gail Tanaka, Mark Thie, Bob Virkelyst;

*Sound Transit:* Brian Brooke; *Public Health:* Penny Lara, Daphne Pie

#### Destruction after Digitization (DAD) team

Roger Bruckshen, Julie Burrell, Travis Butcher, Laird Chambers, Jim Greenwald, William McCoy, Emily Nutsch, Cindy Parsons, Gail Tanaka

#### Electrical Safety Program for Vehicle Maintenance team

Leah Alcyon, Kim Martin

#### North Base Maintenance/Operations Building HVAC Replacement Project team

Brian Cady, Jim Carlson, Charles Hopper, Phil Johnson, Lyle McFarland, Ron Moattar, Lisa Parriott, Jerry Rutledge, Jack Schultz, Jim Smyth, Gillian Zacharias

\*\* Individual and team inductees to WSDOT Wall of Fame

# Metro's 2015 Wall of Fame

**M**etro's Wall of Fame recognizes employees who have demonstrated exemplary work on behalf of internal and/or external customers. *In Transit* congratulates this year's nominees (listed at left) on joining the Metro Transit Wall of Fame family. From this group, management chose two individuals and one team to be inducted into the Washington State Department of Transportation's Wall of Fame.

## TEAM WINNER

### ORCA LIFT team

When the ORCA LIFT team was charged with inventing an income-based fare medium, many eyes were watching. *The New York Times* described the effort as "hurtling down a road that few cities have traveled before." The project's complexities spanned politics, technology, the pre-established processes of many bureaucracies, public understanding, and languages. Our dedicated cross-sectional team and stakeholder steering committee wisely built on systems already in place. They partnered with Public Health and eight human service agencies to verify income eligibility, created a user registry to share up-to-date records, modified the ORCA system with a new product, and got the word out to the community. "ORCA LIFT is an example of how we're turning King County's commitment to building equity into action," said County Executive **Dow Constantine**. The team delivered a cost-effective, accountable, customer-focused program that is allowing thousands of low-income riders to save half the fare on their transit trips.



Metro/King County members of the ORCA LIFT team include (clockwise from bottom) Bob Virkelyst, Gail Tanaka, Penny Lara, Collette Fidecaro, Barb DeLauter, Sarah Driggs, Matt Hansen, Carol Merrill, Ref Lindmark, and Chuck Sawyer. See complete list of team members at left.

## INDIVIDUAL WINNERS



### Susan Eddy (Transit Human Resources)

Acting HR Service Delivery Manager **Susan Eddy** has been in charge of multiple recruitments this year, including four critical manager positions in Transit Operations. She also began a new and unique process for hiring seven Operations base chiefs

in a single recruitment, taking into account specific PACE recommendations and required competencies for the position. She laid out a comprehensive work plan that included representatives from Base Operations, and for the first time, the Transit Chief hiring announcement included a packet loaded with information helpful to potential and/or future applicants. She made it clear what competencies Metro would test for and how those competencies would need to be demonstrated, held feedback sessions for the candidates after the selection process, and surveyed the candidates to learn ways to improve the process for next time.



### Terry White (Customer Communications and Services)

**Terry White** was honored for his forward thinking and advocacy of continuing process improvement in all things that are "customer service." He has increased Call Center efficiency (calls handled have improved

from 25 percent to 90-plus percent) by modifying hours of operation and aligning staff members into specialized teams, with calls directed to skilled experts as needed. He launched a Twitter/Facebook social media response program; established an Executive Contact Response Team to enhance coordination with Executive staff members, elected officials, Metro managers, and customers; improved morale and efficiencies through team building; and trained his group in Lean techniques. He is currently involved in several technology initiatives, including new elements for the Mobile Trip Planner and real-time notifications about service exceptions.





## ■ Metro fleet purchases

**recognized**—The Sustainable Purchasing Leadership Council recognized Metro's fleet purchases with its 2015 Outstanding Case Study Award. The winning case study showcased our groundbreaking hybrid bus purchases, zero-emission electric trolleys, the MetroPool electric vehicle vanpool program, our internal Sustainability Plan and reporting program, and our general innovation and leadership among transit agencies. You can view it on the council's website at [www.sustainablepurchasing.org/outstanding-case-studies](http://www.sustainablepurchasing.org/outstanding-case-studies).

■ **Rowe project published**—The *Transportation Research Record*, a peer-reviewed journal of the Transportation Research Board, published a paper by Transportation Planner **Daniel Rowe** (Market Development) in its December 2014 issue. "Modeling of Multifamily Residential Parking Use in King County, Washington" details Rowe's Right-Size Parking project, which created an interactive web tool that helps developers estimate the likely need for site parking at properties they are developing in the urban areas of King County. The project was funded by a Federal Highways Administration grant and was done in partnership with the Center for Neighborhood Technology, the Urban Land Institute, and the Washington State Department of Transportation. Learn more at [www.rightsizeparking.org](http://www.rightsizeparking.org).



Daniel Rowe in front of a screen showing his Right Size Parking calculator.



Marketing's award-winning ad campaign told people about our new Trip Planner app.

## ■ Marketing team scores award for ad campaign

—Metro picked up a first-place AdWheel award in the American Public Transportation Association's 2015 advertising competition. The winning campaign, spearheaded by Communications Specialist **Kelly Lindsey**, used exterior bus ads to let people know about the new Puget Sound Trip Planner App. Metro will be recognized on October 5 during a special ceremony at APTA's 2015 Annual Meeting in San Francisco. As a first place winner, we're eligible to win a Grand Prize Award—and if that happens, *In Transit* will let you know.

## ■ Caught in an act of kindness

Operator **Eloy Gil** received the following praise from an appreciative customer: *Our bus driver came to a stop in Fremont where a temporary no parking tent-style sign was lying in the parking strip. Once he unloaded the passengers at the stop, he got out and fixed the sign. It only took a second and was a nice thing to do. It made me and my husband (both passengers) admire his work ethic and our city.*

## ■ Operator detours to help a customer

—On July 4, **Damon Calhoun** was driving Route 124 through Georgetown and chatting with a customer about the heat. Suddenly the customer told Calhoun that he had a history of heart problems and thought he might be having a heart attack. Calhoun detoured his bus to a fire station just around the block, knowing he might get in trouble for going off-route. He radioed the Transit Control Center to let them know what he was doing and why. When the bus reached the station, the crew from Engine Company 27 was out on another call, so Calhoun helped the customer off the

bus and made him comfortable in the shade of a tree until the fire crew arrived a few minutes later and began treating him. According to another customer on the bus, "Damon's quick thinking got that passenger to the medical aid he required in a hurry." Far from getting him in trouble, his quick thinking and selfless actions make us proud.



Damon Calhoun helped a passenger in distress.

## Transit operators of the month

### August 2015

Atlantic Base: **Erine Lawton**  
 Bellevue Base: **Peter Hummer**  
 Central Base: **Kenneth Chau**  
 East Base: **Charles Taulbee**  
 North Base: **Craig Huizinga**  
 Ryerson Base: **Nathan Wilkinson**  
 South Base: **Bruce Buckmaster**

### September 2015

Atlantic Base: **Ralph Klein**  
 Bellevue Base: (declined)  
 Central Base: **Irina Kirillova**  
 East Base: **Karl Neubert**  
 North Base: **Tamara Adams**  
 Ryerson Base: **Ramona Hambert**  
 South Base: **Patrick Ndirangu**

### ■ Warranty group saves big money—

Did you know that between 1999 and year-end 2014, Vehicle Maintenance's Warranty Administration Group processed claims worth nearly \$53 million for parts, labor, and retrofit kits for 18 new bus contracts, plus after-market warranty recovery? That's big money! Together, the team's five dedicated staffers have 97 years' worth of warranty experience in the transit industry. They look forward to continued successes with Metro's new bus purchases.

■ **Praise for Tony Mitchell**—"I take the Sounder Train from Kent into Seattle, and then catch the 99 bus to the waterfront to work on Pier 70," wrote Rhonda G. in praise of her bus driver. "He needs to be given a medal, or an award, or a raise or all three.

"I don't know his name but his cheerful attitude, his friendly demeanor and his kindness stand out above any bus driver that has driven that route in the past. I appreciate that young man more than you know. He is a bright spot in my very long commuting morning and I am so happy to see him behind the wheel when I board.

"His driving is impeccable. He is a very calm driver, very competent, and obeys all rules and laws as he transports us around town. That young man is an asset to your company and my hope is that he is recognized for it." Consider it done!

### ■ New part-time, full-time operator grads—

In Transit congratulates the following new part-time and full-time operators (PTOs and FTOs, respectively) and wishes each of them a long, safe and fulfilling career. (Base assignments are listed as: A = Atlantic, B = Bellevue, C = Central, E = East, N = North, R = Ryerson, S = South)

**PTOs starting July 13:** Abdullahi Ali (S), Katherine Cannon (E), Raymundo Leon Cortes (C), Reuben Factor (S), Abdullahi Farah (R), Neil Goldingay (S), Ethel Green (C), Ray Harding (R), Stephanie Jacobs (S), Mark Mazariegos (S), Joshua Sample (S), Simone Sharpe (R), Caleb Tate (S), Lucinda Watson (R), Sweller Weller (C), Corey Woodward (N), Miskiker Yilma (N), Shawn Yim (N)

**PTOs starting July 27:** Gregory Barton (C), Jacqueline Breiling (E), Alexander Burns (R), Yohans Getahun (E), Matthew Gould (R), Beza Haile (C), Abdikarim Hassan (C), Joi Majack (C), Ricardo Pena (C), Andrew Pfeifer-Deleon (C), Laura Richardson (R), Dawit Seyoum (R), Timothy Sim (R), Mitch Spencer (C), Tedros Worku (E), Nathaniel Yates (R)

**FTOs starting Aug. 8:** Richard Ackley (N), Kevin Davis (N), Levi Elenzano (A), Michael Fleming (R), Mackenzie Gibbons (N), Cherry Gilbert (R), Joshua Goldman (R), Joanna Gonzalez (A), Christopher Harris (N), Oscar Jeffries-Richard (N), Christina Kast (A), David Lombard (N), Rene Maxwell (R), Dereje Melkamu (N), Matthew Morris (A), Richard Nelson (A), David Nguyen (A), Alexander Oei (A), Joshua Ott (R), Darton Overby (N), Shonta Riles (A), Annette Santiago (R), Randolph Scott (R), Kenneth Sledge (R), Abdinasir Sofe (A), Cody VanCour (N), Alemnesh Zerga (R)

**PTOs starting Aug. 10:** Daniel Amador (R), Aaron Anderson (E), Carina Booyens (N), Charles Burns (N), Joseph Matter (E), Ashil Naidu (E), Gary Pieterman (E), Carlos Pineda (R), Chris Preston (C), William Raymond (B), Charles Sanders (R), Scott Silva (B), Hiwot Soloman (E), Andrew Tully (R)

**PTOs starting Aug. 24:** Assegid Anbesso (E), Jamichael Bailey (E), Katrina Beckwith (C), Gary Fetui (R), Miguel Gasper (C), Noor Hussein (B), Kyle Kiehnle (S), Bre'anna Robinson (R), Telton Searcy (S), Parkash Singh (R), Warrick Tullos, Jr. (C), Walid Underwood (N)

## SERVICE AWARDS

### Service award achievements

The following employees achieved a major service milestone in the third quarter of 2015:

**30 years**

**Customer Communications and Services** Penny Jones

#### Design and Construction

James Carlson, Yolanda Geyen, Sheldon Teel

#### Operations

Michael Bachtel, Paul Bachtel, Michael Balsiger, Kenneth Brown, Lyn Brown, Michael Campbell, Anthony Cox, Mark Foss, Sandy Garcia, Richard Gherardini, Cynthia Gregory, Bruce Jochim, Ralph Keyport, Mark Lewis, Robert Monson, Trevor Pemberton, Jay Sybert

#### Power and Facilities

Steven Cozad, Alan Huston, Joseph McDaniel, Patrick McGuire

**Rail** Brian Ormond

#### Vehicle Maintenance

Patrick Kalalau, Bruce Lillquist

**25 years**

**Customer Communications and Services** Kelly Lindsey

#### Operations

Samuelu Aulava, Nathaniel Bennett, John Dunlop, Timothy Flanagan, Max Givenchy, Marek Jelen, Ilene McCune, William Santiago, Steven Schwartzhoff, Robert Terry, Sebastian Vithayathil

**Paratransit/Rideshare** Anne Bruskland

#### Power and Facilities

Brian Cady, Ben Deramas, Joseph Fahlgren, Brenda Mies, Eduardo Padilla, Leonard Thomas

#### Vehicle Maintenance

Eric Apling, Elaine Field, Frederick Landon, Adono Pastores, Renato Quiambao



## Is it HOT in here?

I'd like to show you how a simple three-letter word can help you quickly decide

whether an unattended item is suspicious, versus simply having been left behind, lost, or misplaced. When you see an unattended item, ask yourself if it's "HOT," as in:

**Hidden:** does the item appear to have been intentionally hidden?

**Obviously suspicious:** does it have wires or chemical odors? Is it ticking?

(not) **Typical of its environment:** does it belong, or seem out of place?

Here's a pop quiz. Which of these is H, O, or (not) T?

1. A bus operator notices that the rear main hatch on her artic coach is not completely closed, so she opens it to re-latch it and finds what appears to be a small toolbox blocking the latch.
2. At his terminal on a Sunday, a bus operator finds a box addressed to

the Afghan embassy in Washington, D.C., under a seat.

3. Sitting on the reception counter in the office is a small plastic apparatus that looks like a lawn sprinkler head.

Item 1, a tool box in the engine area, isn't necessarily suspicious. It's more likely to have been left behind than hidden, and there's an obvious connection between engines and tools. So we have a likely a score of zero out of three (i.e., not HOT).

Item 2 isn't necessarily hidden, but it is suspicious because we have military operations in Afghanistan. And it's out of place because post offices aren't open on Sunday. So this scores at least a one out of three, which is enough to make it HOT.

Item 3 isn't hidden, but its spray design could be used for dispersing chemical weapons, and it's seriously out of place. It scores two out of three, very HOT.

Now, for your final exam, here are two actual cases from Metro's incident files. What do you think—are they HOT?

- A flashlight cylinder wrapped in black electrical tape is found behind a trash can at Convention Place Station.
- A box painted silver, with reflectors on one side, is found under a seat on a light rail train at Westlake Station.

If you said both were HOT, you've got the idea. Both ended up being innocent, forgotten items (the first was a makeshift light saber, and the second was part of a robot costume from a recent anime convention). But they were both definitely worth checking out.

Keep your eyes peeled, and remember to use HOT when you come across an unattended item.

—**Mark L. Norton, Manager**  
Transit Security and Emergency Management

*Send comments and ideas on Metro security, emergency management, and homeland security to [mark.norton@kingcounty.gov](mailto:mark.norton@kingcounty.gov).*

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## HR ramps up hiring

Finding good candidates gets harder as the economy improves and competition for the best people increases, but we're having success through partnerships with community agencies like Apprenticeship and Non-Traditional Employment Opportunities for Women (ANEW); local colleges, including South Seattle Community College and the University of Washington; and other King County departments to get the word out that we're hiring.

Our latest marketing campaign for part-time operators, "Release Your Secret Identity," has been well-received and is generating heightened interest in working as a Metro driver. We're expanding our video campaign with realistic job previews, video conditional offers, and—coming soon—a detailed infographic for navigating the transit operator pre-employment process. You'll also see us at community events and career fairs, on college campuses, and on military bases.

Some of our best new hires come from employee referrals. If you know of someone who'd be a good addition to our team, please encourage them to call 206-477-6000 or check out our job openings online at [www.kingcounty.gov/Jobs](http://www.kingcounty.gov/Jobs) or [www.kingcounty.gov/DriveForMetro](http://www.kingcounty.gov/DriveForMetro).



# News Briefs

## ■ Metro “electrifies” Seafair parade viewers

— The 2015 Seafair Torchlight Parade, on July 25, offered a great opportunity to boost our part-time driver recruitment campaign. Bus ads drew attention to the fact that one can be a part-time Metro driver while having an additional job or interest outside of Metro. We also told the parade audience that more electric buses are coming soon to Metro. As our contingent approached KIRO-TV’s coverage, we broke into dance—the electric slide, in keeping with our theme.



Our bus, its messages in place for the Torchlight Parade, is flanked by Seafair pirates.

## ■ New Flyer Xcelsior coaches receive final prep

— Before one of Metro’s 60 new New Flyer 40-foot Xcelsior coaches goes into service, Vehicle Maintenance staffers at Bellevue Base do a final pre-service inspection. About three of these new buses are delivered to the base each week from the Component Supply Center. At Bellevue they’re added to Metro’s active fleet inventory and a mechanic does a pre-service inspection, checking for leaks and loose connections, securing clamps, checking gear oil and fluid levels, and much more. After charging the batteries, we reboot the radio for final downloads. The mechanic will test-drive the bus and check for codes and top off the fuel tank, and the new bus is ready for service. So far, operator feedback has been positive about these new additions to our fleet.



Mechanic Bob Bellgardt does a pre-service inspection on one of the new 7200 New Flyer Xcelsior buses at Bellevue Base.

## ■ Tour fall foliage in a vintage bus

— On Sunday, Oct. 11, you and your family and friends are invited to take a scenic four-hour trip through the Cascade foothills along the quiet back roads of east King County as the autumn leaves are turning color, with stops for photos and lunch. The tour, aboard classic and vintage buses, departs at 11 a.m. from Second Avenue S and S Main Street, across from the Seattle Fire Department Headquarters. Fares are \$5; children 5 and under ride free. Learn more at [mehva.org](http://mehva.org).

## ■ Park-and-ride demand keeps going up

— Data from the fourth quarter of 2014 shows growing use of the 130 park-and-rides in our service area. Together, these facilities offer a total capacity of 25,489 parking spaces—92 more than in 2013. On average, 20,054 of these spaces were used on a daily basis, for a utilization rate of 79 percent of available capacity. On average, 3 percent more vehicles used the lots than in the previous year. Demand for parking is strongest among suburban commuters, particularly on the Eastside. The data continues to reflect strong links between park-and-ride use, transit ridership, and economic growth.

## ■ New Braille markers on bus fleet

— New markers that provide the bus number in Braille have been installed all of our buses. This allows customers who are blind or visually impaired and can read Braille to report incidents, even if they’re reluctant to ask the driver for the number. The new marker is found near the center of the driver surround at the front of the bus. Service Information staffers **Dave Lantry** and **Jim Martin** worked with Accessible Services and the blind/visually impaired community on the markers’ design and location. Community outreach and training are being handled by Lighthouse for the Blind. Metro is now one of only four large transit agencies in the U.S. that provide these markers.



Markers near the front of each bus show the bus number in Braille.

# News Briefs

■ **Life after VanPool** — Since 1996, our retired van grant program has allowed King County councilmembers to pair retired Metro VanPool vehicles with nonprofit agencies. The program contributes to the community by supporting those in need of special transportation, such as people with low incomes or disabilities, youths, and senior citizens. Each councilmember can award three vans per year in his or her district. The nonprofit agency provides insurance and covers maintenance cost, and provides staff to operate and service the vans. Metro's VanPool program provides the vans, and Accessible Services works with the nonprofit agency and County Council staff members to finalize the process. The retired vans are typically 8-10 years old and have an average of 85,000-95,000 miles on their odometers, but they've been well cared-for on a rigorous service schedule. More than 500 vans have been delivered to area nonprofit agencies so far.



Councilmember Kathy Lambert, right, arranged for this retired van to be donated to the nonprofit Mamma's Hands. To her right is Amy Hardebeck, the agency's executive director.

■ **VM Lean update** — By late July, Vehicle Maintenance had instituted a Lean daily management system and team huddles at five of seven bases, with plans to include the final two bases by summer's end. All VM bases are looking at ways to increase "miles between (bus) trouble calls." In team huddles, mechanics share information about major system trouble call trends and buses that have repeat issues, and work to identify root causes in order to prevent future trouble calls.

On July 13, County Executive **Dow Constantine** met with several VM superintendents who've been immersed in Lean leadership development. He thanked them for their hard work and for honing their Lean leadership skills like coaching, listening, and learning and applying problem-solving thinking through A3, a Lean tool that helps identify problems, specify outcome goals, understand current conditions and the root causes of the problem, and develop and test countermeasures.

As one example of this work, **Elie Kourdahi** and **Stan Lillquist**, VM superintendents at North and Bellevue bases, respectively, worked with Fleet Engineering Analyst **Bruce Dahl** to assess whether Metro could save money and time by buying standard bus brakes to replace worn-out ones instead of rebuilding brake shoes in-house. Rebuilding was once the more-efficient process, but their A3 analyses showed that, in light of advances in brake technology and the cost of

replacing the machines used to rebuild them, this is no longer the case.

Other VM superintendents are applying Lean thinking to examine issues involving employee injuries, hybrid bus efficiency, responsiveness to customers, and a number of other Metro priorities.

■ **Strategic Plan Progress Report** — The new Strategy and Performance workgroup (see page 4) recently published Metro's 2014 Strategic Plan Progress Report. This annual report shows how we're doing on 61 important performance measures, including safety and security, customer satisfaction, service reliability, cost control, and energy efficiency. The report is available on Metro's online Accountability Center ([www.kingcounty.gov/metro/accountability](http://www.kingcounty.gov/metro/accountability))—look under the Highlights tab or under Performance / Annual Reports.

■ **New electric trolleys begin service** — On Aug. 18, Executive **Dow Constantine** was joined by Seattle Mayor Ed Murray, County Council Chair **Larry Phillips**, and FTA Region 10 Administrator Rick Krochalis in announcing the deployment of Metro's new state-of-the-art electric trolley buses. The first five of 174 trolleys began service the next day. During the well-attended media event at Atlantic Base, the Executive also offered a preview of the three prototype all-battery electric buses that Metro will be receiving in a few months. A battery charging station has already been installed at the Eastgate Park-and-Ride in preparation for their arrival.



Our new purple trolleys have batteries that allow them to go off-wire for short distances.



## Safety Notes



# Comprehensive review will pave the way to safety excellence

Metro has hired Terracon, a respected nationwide consulting firm with offices in Seattle, to perform a comprehensive review of our safety management system.

Over the next few months, Terracon's team will examine our safety policies, procedures, and practices. They'll be talking with employees, both face-to-face and through a survey. Both Metro leaders and Terracon will communicate with employees about the review's progress throughout the effort.

What do we hope to accomplish through this?

Based on its assessment, Terracon will develop an implementation plan as a tool kit for Metro leaders to use to improve the effectiveness of our safety program. Improvements will come from a variety of observations, including identified gaps in safety culture, safety infrastructure, safety policies and procedures, training, technology, and our ability to measure program results.

The objective of this effort is to provide Metro with an effective and efficient understanding of our safety culture. It will identify best practices that should be promoted, as well as areas for improvement. It will provide specific, measurable, action-oriented, realistic, and time-bound broad and specific recommendations for addressing identified gaps and risk exposures. It will also develop templates for policies, practices, and procedures that will help us identify opportunities to improve safety and sustain excellence.

In other words, we're looking at everything that involves safety at Metro.

Here's how you can help. Think about what a world-class safety culture looks like to you. Be open to providing input through a survey and other means—perhaps face-to-face with the consultant. If you have other ideas, give me a call at 206-477-6860, or contact your base Safety Officer.

I appreciate everyone's efforts to reduce accidents of all kinds. Safety is Metro's top priority, and this Comprehensive Safety System Review will help us develop a road map for the future.

—Darryl Russell, Metro Transit Safety Superintendent

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## On the move

**Timothy Day**, intern II – undergraduate/mechanic – July 21

**Daniel Dewey**, mechanic – July 13

**Lawrence Duram**, equipment service worker – August 10

**John Edwards**, mechanic – July 13

**Curtis Foster**, transit electronic technician – August 10

**Marc Frause**, intern II – undergraduate/mechanic – July 21

**Gerald Gordon**, transit electronic technician – August 10

**James Hammitt**, mechanic – July 13

**Eric Johanson**, mechanic – July 13

**Rick Knutson**, mechanic – August 10

**Jeremy Miller**, transit purchasing specialist – August 10

**Brian Orkney**, mechanic – August 10

**Robert Payseno, Jr.**, mechanic – August 10

**Sithiphong (Robert) Praseuth**, intern II – undergraduate/mechanic – July 2

**Dennis Price**, electronic technician – July 13

**Kevin Resinto**, mechanic – August 10

**Mark Snyder, Jr.**, transit electronic technician – August 10

**Paul Stoppleworth**, mechanic – July 13

## ■ In Our Thoughts

**Jesse Cross**, transit operator (retired) passed away July 3

**Bill Watson**, facilities maintenance worker (South Facilities) passed away July 1

## Corrections

In the print edition of our last issue, we incorrectly identified Operator of the Year **John Boone** as an East Base operator. Boone works out of Bellevue Base.

In On the Move under new hires, **Andrew Brick**, **Briana Lovell**, and **Alena Marshak** were incorrectly listed under Service Development. All three are in Strategy and Performance, a recently formed group that is independent of Service Development.

*In Transit* regrets the errors.



# ON THE MOVE

Retirements, promotions/job changes, new hires, and remembrances

## ■ Retirements

### *Customer Communications and Services*

**David Hollar**, Project/Program Manager III – August 1; 22 years

### *Operations*

**Jeffrey Brockmeier**, transit operator (South) – August 1; 22 years

**Maurice DiGennaro**, transit operator (South) – August 1; 24 years

**Earl Hughes**, transit operator (Ryerson) – August 1; 22+ years

**Phillip Lamebull**, transit operator (South) – August 1; 14 years

**Carey Watson**, transit operator (North) – August 6; 36 years

**Edward Young**, transit operator (Ryerson) – August 1; 28+ years

### *Paratransit/Rideshare Operations*

**Jerry Hunnicutt**, maintenance rideshare service representative (VanPool) – June 30; 30+ years

### *Power and Facilities*

**Paul Sorensen**, transit chief (South Facilities) – July 1; 31 years

### *Vehicle Maintenance*

**Francis (Pat) O'Reilly**, mechanic – September 30; 24+ years

## ■ Promotions and Job Changes

### *Customer Communications and Services*

**Terrie Kennedy** to transit chief (Customer Information/Revenue Processing) from functional analyst IV

**Gayle Torgerson** to transit chief (Customer Services-Technology) from functional analyst IV

### *Design and Construction*

**Liz Krenzel** to supervisory engineer (special duty in Project/Program Management) from project engineer/engineer V

**Pete Melin** to acting manager from supervisor of program/project management (backfill for Randy Witt, now at City of Shoreline)

### *Metro Transit Police*

**Sergeant "B.J." Myers** to supervising deputy (Shoreline/Federal Way patrol

unit) from media relations officer (King County Sherriff's Office)

### *Operations*

**Tutti Compton** to acting superintendent (Atlantic Base) from chief

**Laird Cusack** to "special duty assignment" (Operations Planning and Technical Support ) from supervisor of transit labor relations (Transit HR)

**Benita Grace** to administrative specialist (Central Base Operations) from North Base Operations

**Mike McGrath** to first-line supervisor - training instructor (East Campus) from acting chief (North Base)

**Shanta Sillan** to acting chief (Atlantic Base) from first-line supervisor

### *Power and Facilities*

**Ron Eckert** to acting facilities chief from facilities maintenance planner

**Heidi Huston** to acting functional analyst II from data administrator

**Jeff Lai** to acting functional analyst IV from functional analyst III

**Raquel Loyola** to data administrator from Public Health

**Nick Nash** to acting facilities maintenance planner from maintenance constructor

**Lyn Winfield** to data administrator from administrative staff assistant

### *Service Development*

**David Cantey** to acting transit supervisor (Route Facilities) from transportation planner III

**Carol Cooper** to transit supervisor (Market Development) from acting supervisor

### *Vehicle Maintenance*

**John Alley** to acting manager from assistant manager

**Curtis Bozell** to lead mechanic (South) from mechanic

**Eric Brown** to dispatcher (East) from equipment service worker (North)

**Thomas Hodges** to equipment service worker (Central) from rail station custodian

**Alex Nichols** to acting lead mechanic (Central) from mechanic

**Mark Peterson** to acting transit maintenance analyst from mechanic (East)

**Dennis Robinson** to transit purchasing specialist from transit parts specialist

**Jeri Rollison** to lead purchasing specialist (Component Supply Center) from purchasing specialist

**Dan Santon** to acting functional analyst II (King Street Center) from lead mechanic (Atlantic)

## ■ New Hires

### *Customer Communications and Services*

**Tyler Jenicek**, transit pass sales representative – August 12

### *Paratransit/Rideshare Operations*

**Paige Blazei**, transportation planner II (TLT) – October 10

### *Power and Facilities*

**Ephraim Almaraz**, utility line worker – July 22

**Marion Asiot**, custodian II (North Facilities) – July 29

**Damont Cain**, electrician constructor (TLT) – July 13

**Edgardo Fabia**, custodian II (North Facilities) – July 6

**Oscar Freeman**, utility laborer (North Facilities) – July 29

**Bob McCarthy**, transit radio and communication systems specialist – July 1

**Duke Thietje**, electrician constructor (TLT) – July 6

**Scott Rawson**, transit maintenance constructor – August 10

### *Strategy and Performance*

**Brandt Scanlan**, graduate intern III – June 22

### *Vehicle Maintenance*

**Kyle Blackwell**, mechanic – July 13

**Song Bounyavong**, equipment service worker – August 10

**Larry Bowles**, equipment service worker – August 10

**Troy Cantini**, transit electronic technician – August 10

**Rick Czaplinski**, mechanic – July 13

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